

ABSTRACT OF THE DISCLOSURE

A method of accumulating and summarizing a number of customer interaction records pertaining to a specific customer records system (e.g., an ACD) over a predetermined time period commences with the receipt of

5 interaction record including interaction information describing customer interaction. For example, the interaction information could indicate the hold time for a particular call received at the ACD. A cumulative record to which the interaction record contributes is then identified, and the cumulative record is then automatically updated to reflect predetermined interaction

10 information contained within the interaction record. For example, a cumulative log of hold times for the particular ACD over a predetermined time interval may be updated with hold time information included within the interaction record.